

**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**

**Bid Receiving - PWGSC / Réception des
soumissions - TPSGC**

**11 Laurier St./11, rue Laurier
Place du Portage, Phase III**

Core 0A1 / Noyau 0A1

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

**Proposal To: Public Works and Government
Services Canada**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition aux: Travaux Publics et Services
Gouvernementaux Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments - Commentaires

Title - Sujet Printing ID Cards		
Solicitation No. - N° de l'invitation 47060-146146/C	Date 2014-03-25	
Client Reference No. - N° de référence du client 47060-14-6146		
GETS Reference No. - N° de référence de SEAG PW-\$\$CW-020-64919		
File No. - N° de dossier cw020.47060-146146	CCC No./N° CCC - FMS No./N° VME	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2014-04-10		Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>		
Address Enquiries to: - Adresser toutes questions à: Werk(cw), Janet		Buyer Id - Id de l'acheteur cw020
Telephone No. - N° de téléphone (613) 998-3968 ()		FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: CANADA BORDER SERVICES AGENCY 7TH FLOOR 473 ALBERT ST OTTAWA Ontario K1A0L8 Canada		

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

Communication Procurement Directorate/Direction de
l'approvisionnement en communication

360 Albert St./ 360, rue Albert

12th Floor / 12ième étage

Ottawa

Ontario

K1A 0S5

Delivery Required - Livraison exigée See Herein	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

CBSA identification (ID) Cards

This procurement is subject to national security exception and is, therefore, excluded from all of the obligations of the trade agreements.

This bid solicitation cancels and supersedes previous bid solicitation number 47060-146146/B dated January 29, 2014 with a closing of Feb. 13, 2014 at 2 p.m. A debriefing or feedback session will be provided upon request to bidders who bid on the previous solicitation.

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PART 1 - GENERAL INFORMATION

1. Introduction

The bid solicitation is divided into seven (7) parts plus attachments and annexes, as follows:

Part 1 General Information: provides a general description of the requirement;

Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;

Part 3 Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid;

Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;

Part 5 Certifications: includes the certifications to be provided;

Part 6 Security Requirements: includes specific requirements that must be addressed by bidders; and

Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, the Basis of Payment and the IT Security Requirements and ID card Security Guide.

2. Summary

To acquire goods and services to produce identification (ID), authority, chip, and designation cards that will reflect the new Federal Identity Program (FIP) Heraldic Branding of the Canada Border Services Agency.

The Contractor must print information on selected locations of the identification, authority, and designation cards.

The Contract is in effect for a period of one (1) year from award of contract inclusively with the irrevocable option to extend the term of the Contract by up to four (4) additional one (1) year periods under the same conditions.

There is an IT security and an ID card Security Guide requirement associated with this requirement. For

additional information, consult Part 6 - Security Requirement, and Part 7 - Resulting Contract Clauses and Annex C.

This procurement is subject to national security exception and is, therefore, excluded from all of the obligations of the trade agreements.

THE REQUIREMENT IS LIMITED TO CANADIAN SUPPLIERS.

The location of the **print production** site for the card MUST be in Canada. Only the holograms may be printed outside of Canada.

Bidders must provide a list of names or other related information as needed, pursuant to section 01 of Standard Instructions 2003 (preferably with your bid).

3. Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days of receipt of the results of the bid solicitation process. The debriefing may be in writing.

PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2014-03-01) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: sixty (60) days

Insert: one hundred and twenty (120) days

2. Submission of Bids

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

Bids may be transmitted by facsimile to PWGSC bid receiving unit.

3. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority (janet.werk@pwgsc-tpsgc.gc.ca) no later than **seven (7)** calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

4. Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in the Province of Ontario.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the bidders.

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5. Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least ten (10) days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

Canada requests that bidders provide their bid in separate sections as follows:

Section I: Technical Bid (one [1] hard copy)

Section II: Financial Bid (one [1] hard copy*)

Section III: Certifications (one [1] hard copy)

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

Canada requests that bidders follow the format instructions described below in the preparation of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html)

(<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders are encouraged to :

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and/or containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

*one [1] soft copy of the excel spreadsheet may be required to be provided upon request by the Contracting Authority.

If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

Section I: Technical Bid

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

Section II: Financial Bid

1.1 Bidders must submit their financial bid in accordance with the Basis of Payment in Annex B. The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable.

Section III: Certifications

Bidders must submit the certifications required under Part 5.

Section IV: Additional Information**1.1 Bidder's Proposed Site or Premises**

As indicated in Part 6 under Security Requirement, the Bidder must provide the required information below, on the Bidder's proposed site or premises that are required for Work Performance.

Address:

Street Number / Street Name, Unit / Suite / Apartment Number

City, Province, Territory / State

Postal Code / Zip Code

Country

What work will be performed in this location?

1.1.1 Bidder's Proposed Subcontractors including but not limited to Printing of the holograms.

As indicated in Part 6 under Security Requirement, the Bidder must provide the required information below, on the Bidder's proposed subcontractors are required for Work Performance.

Address:

Street Number / Street Name, Unit / Suite / Apartment Number

City, Province, Territory / State

Postal Code / Zip Code

Country

What work will be performed in this location?

1.2 Integrity Provisions

Bidders must provide a list of names, or other related information as needed, pursuant to section 01 of Standard Instructions 2003.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the financial and technical evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

1.1 Technical Evaluation

The evaluation will be conducted as follows:

Phase 1: Mandatory Criteria - All Bidders

A bid must comply with the requirements of the bid solicitation and meet all Phase 1 mandatory technical evaluation criteria to be declared responsive.

Phase 2: Prototype evaluation

The two responsive bids with the lowest and second lowest total aggregate price will proceed to Phase 2, which is the evaluation of prototype cards.

Phase 1:

1.1.1. Mandatory Technical Criteria - Phase 1 - ALL Bidders

Bidders MUST meet the mandatory criterion of the RFP. No further consideration will be given to bidders not meeting the mandatory criterion.

The mandatory requirements are:

M.1 To demonstrate that the Bidder has experience producing the type of cards described in the Annex A Statement of Work, the Bidder must provide a detailed description of two (2) previous contracts for one (1) or more external clients, for which the Bidder supplied large quantities of PVC or composite cards to be used for personalization.

The detailed description must demonstrate all of the following:

M.1.1 The Bidder provided custom imprinting for the cards supplied for at least one (1) of the two (2) described contracts.

M.1.2 The cards supplied by the Bidder for at least one (1) of the two (2) described contracts included a hot stamped or embedded holographic image.

M.1.3 The cards supplied by the Bidder for at least one (1) of the two (2) described contracts were RFID technology proximity cards.

M.1.4 The quantity of cards supplied by the Bidder for at least one (1) of the two (2) described contracts was a minimum of 15,000 cards.

The detailed description must also include the following for each contract description:

-
- a. the client information;
 - b. the quantity of cards supplied and delivered;
 - c. a description of the cards supplied under the contract including:
 - the card material;
 - the size of the card;
 - the imprint requirements;
 - the holographic image requirement, as applicable;
 - the RFID technology requirements of the card, as applicable.

M.2 Location of Work

The Bidder must provide the full details of all the location of all the work being performed under this contract including all subcontractors as per PART 3 - BID PREPARATION INSTRUCTIONS Section IV and Part 7 - RESULTING CONTRACT CLAUSES clause 3.2 Contractor's Site or Premises and 3.2.1 Contractor's Proposed Subcontractors including but not limited to Printing of the holograms.

The detailed description must include the following for each work location:

- a) Address:
Street Number / Street Name, Unit / Suite / Apartment Number
City, Province, Territory / State
Postal Code / Zip Code Country
- b) What work will be performed at this location?

1.2 Financial Evaluation

The price of the bid will be evaluated in Canadian dollars, the Goods and Services Tax or the Harmonized Sales Tax excluded, FOB destination, Canadian customs duties and excise taxes included.

For evaluation purposes, the firm all inclusive prices submitted in the Annex B, Basis of Payment for the period of the contract and all of the option years will be multiplied by the quantity for evaluation specified and then added, as specified in the Annex B Basis of Payment excel spreadsheet being distributed through GETS (BuyandSell.gc.ca), to determine the Total Aggregate Price. The completed excel spreadsheet is to be returned with your proposal in both hard and soft copy formats.

1.3 Phase 2: Prototype evaluation

The two responsive bids with the lowest and second lowest total aggregate price will proceed to Phase 2 which is the evaluation of prototype cards.

M.1 For Phase 2, the Bidder must provide ten (10) prototype cards of Card B with the "chip" activated and ten (10) prototype cards of Card C printed as per the artwork supplied and as specified in the Annex A Statement of Work. The PWGSC Contracting Authority will provide the Bidder with the artwork for these prototypes as either PDF or EPS files as well as a the artwork for the holographic* image to be used for the basis to produce the required prototype cards.

* Due to the timeframe requirement for these prototypes, the Bidder may use a generic holographic image that contains the same properties of the one required for the CBSA ID Cards for this stage however all holograms must meet the size and placement and other specs set out in the Annex A Statement of work and artwork.

The Bidder must deliver the completed prototype cards for evaluation to the PWGSC Contracting Authority within fifteen (15) business days from receipt of the artwork.

The evaluation team will evaluate these prototypes in accordance with the criteria listed in Table 1.

The cost of producing this prototype must form part of ANNEX B Basis of Payment. After the evaluation of these prototypes has been completed, CBSA will pay for the prototypes based on the pricing submitted in Annex B (section B.M.2) using an acquisition card.

If any of the prototype cards for Card "B" submitted by the Bidder fail to operate because the "chip" was not activated and will not permit CBSA to program the card to work on the CBSA Tyco/ADT card readers, then the submitted card(s) that are non operational will be returned to the Bidder.

The Bidder will be permitted to activate these cards and return them to the PWGSC Contracting Authority within three (3) business days of receiving the returns in order to permit the evaluation team to continue with the evaluation. The prototype cards **will only be returned once to permit** the Bidder to be corrected for this "chip" activation problem.

If the submitted cards from either of the two lowest responsive Bidders do not meet the requirements as specified in Table 1, then the next Bidder with the lowest (3rd) aggregate price will proceed to Phase 2.

Table 1

Prototype evaluation	yes	no
Card Size as per Annex A Statement of Work		
Quality of print		
No Bleed		
Text is Legible		
Clear crisp colours / clear defined lines		
Printed colours as per the specifications provided with the supplied artwork.		
Prototype is accurate to the graphics supplied to Bidder (as per the supplied artwork)		
French accents are correct		
CBSA FIP correct (site, positions and colour)		
Canada Wordmark correct.		
Holographic image		
Is Hot Stamped		
Size is as per the specification provided to the Bidder with the artwork		
Placement is as per the specification provided to the Bidder with the artwork		
No damage to cards and the imprint does not degrade under the following conditions:		
Freezing (placed in a freezer for 5 minutes) and then thawed		
Water (submerged in a bowl or sink of water for 5 minutes)		
Cards can be over printed using the Fargo HDP5000 printer		
Cards can be programmed (as specified in the Annex A Statement of Work) to work on the various Tyco/ADT CBSA card readers		

2. Basis of Selection

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A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria for phase 1 and phase 2 to be declared responsive. The responsive bid with the lowest total evaluated price will be recommended for award of a contract.

PART 5 - CERTIFICATIONS

Bidders must provide the required certifications and associated information to be awarded a contract.

The certifications provided by bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default in carrying out any of its obligations under the Contract, if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority may render the bid non-responsive or constitute a default under the Contract.

1. Certifications Required Precedent to Contract Award

1.1 Integrity Provisions - Associated Information

By submitting a bid, the Bidder certifies that the Bidder and its Affiliates are in compliance with the provisions as stated in Section 01 Integrity Provisions - Bid of Standard Instructions 2003. The associated information required within the Integrity Provisions will assist Canada in confirming that the certifications are true.

1.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list (http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml) available from Employment and Social Development Canada (ESDC) - Labour's website.

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of contract award.

2. Additional Certifications Precedent to Contract Award

The certifications listed below should be completed and submitted with the bid but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to comply with the request of the Contracting Authority and to provide the certifications within the time frame provided will render the bid non-responsive.

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2.1 Confidentiality of Foreground Information K3015C

In addition to 2030 23 (2014-03-01) Confidentiality, the following confidentiality clause applies.

The Bidder and all its subcontractors **must** sign the following certification

The Contractor, during the performance of the Contract and for a period of **six (6)** months after the Contract end, must keep confidential and must not publish or otherwise disclose to any person any Foreground Information, except as may be necessary to perform the Work under the Contract. The Contractor must impose the same obligation of confidentiality on any person to whom the information is disclosed to perform the Work.

Name (printed)

Signature

date

Name (printed)

Signature

date

Name (printed)

Signature

date

PART 6 - SECURITY REQUIREMENTS

1. Security Requirement

1. The Bidder must provide the name of all individuals who will require access to cards, materials, or information associated to contract.
- 1.1 The Bidder must provide the address (es) of proposed location(s) of work performance.
- 1.2 The Bidder must ensure all finished product must be checked, sealed and secured while waiting to be shipped as per storage requirements listed in this guide.
- 1.3 Storage of Physical Cards: The Bidder and all sub-contractors in the supply chain must ensure they have a secure container in which the cards and associated information or removable media are stored. The cabinet must be approved by the The Technical/Project Authority;
- 1.4 The Bidder must ensure the shipping of the cards is done as follows:
 - The Bidder must ensure must ensure cards are shipped by a bonded courier approved by the Technical/Project Authority.
 - The shipment must be traceable with tracking number and chain of signature at all times;
 - Package Security Controlled Assets in a sealed box or container and clearly marked **"PROTECTED"**;
 - Ensure the sealed box or container is wrapped a second time in heavy wrapping paper and taped securely to prevent easy access;
 - Ensure there is no Security Markings on the outer package;
 - Ensure the name and address of the recipient are clearly marked on the front of the package;
 - Ensure a return address is inscribed on the front of the package in the upper left hand corner; and,
 - Ensure no other information has been inscribed on the exterior of the package.

A representative from CBSA may audit the above noted requirements

PART 7 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

1. Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex A.

2. Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

2.1 General Conditions

2030 (2014-03-01) General Conditions - Higher Complexity - Goods, apply to and form part of the Contract.

3. Security Requirements: IT Security Guide and ID card Security Guide

3.1. The purpose of this guide is to provide clear, concise guidance on the security procedure requirements in relation to the contract on ID cards. This guide is to be used in conjunction with the IT Security Guide and ID card Security Guide found in Annex C.

3.2 Contractor's Site or Premises

The location of **the print** production site(s) for the card **MUST** be in Canada. Only the holograms may be printed outside of Canada.

The Contractor must diligently maintain up-to-date, the information related to the Contractor's site or premises, where safeguard measures are required in the performance of the Work, for the following addresses:

Address:

Street Number / Street Name, Unit / Suite / Apartment Number
City, Province, Territory / State
Postal Code / Zip Code
Country

What work will be performed in this location?

3.2.1 Contractor's Proposed Subcontractors including but not limited to Printing of the holograms.

As indicated in Part 6 under Security Requirement, the Bidder must provide the required information below, on the Contractor's proposed subcontractors are required for Work Performance.

Address:

Street Number / Street Name, Unit / Suite / Apartment Number
City, Province, Territory / State
Postal Code / Zip Code
Country

What work will be performed in this location?

4. Term of Contract

4.1 Period of the Contract

The period of the Contract is for a period of one (1) year from award of contract inclusive.

4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to four (4) additional one (1) year periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

5. Authorities

5.1 Contracting Authority

The Contracting Authority for the Contract is:

Janet Werk
Supply Specialist
Public Works and Government Services Canada
Acquisitions Branch
Communications Procurement Directorate
12th Floor, 360 Albert Street
Ottawa, ON K1A 0S5

Telephone: 613-998-3968 Facsimile: 613-993-2581

E-mail address: Janet.Werk@tpsgc-pwgsc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

5.2 Technical/Project Authority

The Technical/Project Authority for the Contract is: (available with contract)

The Technical/ Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Technical/ Project Authority; however, the Technical/ Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

5.3 Invoice Authority

Canada Border Services Agency Finance

473 Albert St, 6th Floor,

Ottawa, ON, K1A 0L8 or by email to the following address: TPSC-CTST@cbsa-asfc.gc.ca

5.4 Contractor's Representative (to be filled in and returned with bid)

General Enquiries (Project Manager)

Name: _____

Telephone: _____ - _____ - _____

Fax: _____ - _____ - _____

E-mail _____

Replacement for Project Manager

Name: _____

Telephone: _____ - _____ - _____

Fax: _____ - _____ - _____

E-mail _____

6. Payment

6.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid firm prices as specified in Annex B. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

6.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$ _____. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

(a) when it is 75 percent committed, or

(b) four (4) months before the contract expiry date, or

(c) as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

whichever comes first.

3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

6.3 Multiple Payments

SACC Manual clause H1001C (2008-05-12) Multiple Payments

7. Invoicing Instructions

7.1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Claims cannot be submitted until all work identified in the claim is completed. Each invoice, including delivery charges, must be supported by:

a certified copy of the prepaid bill of lading;

7.2. Invoices must be distributed as follows:

a) The original must be forwarded to the **Invoice Authority** identified under the section entitled "Authorities" of the Contract for certification and payment.

b) One (1) copy must be emailed to **both** the Technical/Project Authority and the Contracting Authority identified under the section entitled "Authorities" of the Contract.

8. Certifications

8.1 Compliance

The continuous compliance with the certifications provided by the Contractor in its bid and the ongoing cooperation in providing associated information are conditions of the Contract. Certifications are subject to verification by Canada during the entire period of the Contract. If the Contractor does not comply with any certification, fails to provide the associated information, or if it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

8.2 SACC Manual Clause

SACC Manual Clause A3060C (2008-05-12) Canadian Content Certification.

9. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

10. Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) the general conditions - 2030 (2014-03-01), General Conditions - Higher Complexity - Goods
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment
- (e) Annex C, IT Security Requirements and ID card Security Guide;
- (f) the Contractor's bid dated _____

11. Insurance

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

12. SACC Manual Clauses

THE FOLLOWING TERMS AND CONDITIONS ARE INCORPORATED HEREIN.

SACC Reference	Section	Date
A1009C	Work Site Access	2008-05-12
D5328C	Inspection and Acceptance	2007-11-30
P1005C	Packaging and Packing of Printed Products	2010-01-11
P1009C	Author's Alterations	2007-11-30
P1010C	Print Quality	2010-01-11
P1011C	Quality Levels for Colour Reproduction	2010-01-11

ANNEX A

STATEMENT OF WORK

A.1 Overview

To acquire goods and services to produce identification (ID), authority, chip, and designation cards that will reflect the new Federal Identity Program (FIP) Heraldic Branding of the Agency.

A.2 Work Description

A.2.1 Quality Levels

The print quality level is Informational, in accordance with the Public Works and Government Services (PWGSC) Publication entitled "Quality Levels for Colour Reproduction", latest issue.

A.2.2 Printing Overruns/Underruns:

No overruns will be acceptable.

No underruns will be acceptable.

A.3 Material Supplied

The CBSA Technical/Project Authority will supply all artwork and templates (delineated placement) for the card, imprint, CBSA Logo/emblem and the holographic image in a PDF, JPEG or EPS electronic format.

The Contractor must preflight supplied files within one (1) business day of their reception. The Contractor must contact the CBSA technical/project Authority immediately (with a cc to the Contracting Authority) if supplied media varies from the description of the material supplied as stated in the Annex A Statement of Work.

The Contractor must also contact the CBSA technical/project Authority immediately if there are problems accessing or processing the files, outputting film/imaging plates or printing from the supplied files.

All material provided to the Contractor for printing must be stored during non-working hours in a suitable locked storage container in accordance with the Annex C.

A.4 Proofs

The Contractor must produce and deliver the specified proofs to the CBSA Technical/Project Authority at the specified proofs address. Proofs must be provided prior to production and must be accounted for in the schedule. Proofs are **only** required for the initial print run at the contract period.

A.4.1 Two (2) sets of printed proofs hard copy colour paper proofs of cards with position of the hologram indicated and two (2) sets of printed proofs of the hologram to be used for the cards must be submitted for approval before printing and production of cards for delivery. One (1) set will be returned with the CBSA Technical/Project Authority approval.

A.4.2 The Technical/Project Authority has the right to retain the proofs

A.5 CBSA Card Ribbon and Laminate Specifications

A.5.1 CBSA Cards

The Contractor must supply and imprint four (4) different cards as follows:

Cards will be imprinted using two (2) different card types. Three (3) cards are imprinted on CR-80 cards as specified herein and one (1) on the ISO Prox II card.

The initial print run quantities are listed with the card specification. Each additional print run will be ordered on a "if and when" basis by quantities of a minimum of 100.

CR-80 specifications (3 cards)

- Size: 85.6mm x 54mm composite PVC cards
- Colour: White
- Thickness: 30 Mil
- Clean, glossy dye receptive surface
- Delamination resistant construction
- Card must be compatible with the Fargo® HDP5000
- composite cards, which are 60% PVC/40% PET

ISO Prox® II specifications (1 card)

- 125 kHz thin proximity card, 26 bit
- White
- Size: 85.6mm x 54mm composite
- Thickness: 33 Mil
- Printable PVC card
- Combines proximity technology and offers photo identification capability on a single card
- Graphic quality surface for use with direct image printers same size and thickness as a standard credit card
- Must be compatible with the Fargo® HDP5000

Printing:

On front and back of card; landscape or portrait **(as specified)**

Usage:

Cards will be personalized by the CBSA using a HDP5000 Fargo® card printer. The Contractor must ensure that the supplied cards are compatible with the system and meet the manufacturer's standards for imprinting.

Impact Strength:

The card must not shatter or delaminate when struck by a 1.5 lb. smooth steel ball approximately 2.25" in diameter when dropped freely from a height of 30" onto a card lying on a flat anvil.

Hardness:

Material hardness must be 90 to 97 minimum as determined by the American Standard of Testing Method (ASTM) 783-51 using 1/2" ball and 60 kilogram load applied for 15 seconds.

Handling Criteria:

The card must be capable of being rolled slightly onto a 2.5" diameter cylinder along its long direction and then allowed to spring back without showing any visible change of its original flatness.

Imprint Position:

Text location on face is critical to the variable data to be entered later and must be positioned as per the artwork and approved printed production proofs.

Lamination:

The Contractor must not laminate any card. The CBSA will be laminating all cards.

Images and Holograms:

The artwork and templates (delineated placement) for the CBSA Logo/emblem and the holographic image will be supplied by the CBSA Technical/Project Authority.

The Contractor must print the holographic image and then hot stamp a holographic image on each of the four cards (A.5.1.2, A.5.1.3, A.5.1.4, A.5.1.5) blank stock prior to printing. The same holographic image will be used for all cards.

The holographic multi-colour image (0.5" x 0.5") must be positioned in the lower left hand corner on the backside of the card as per the artwork and templates (delineated placement) supplied by the CBSA Technical/Project Authority.

A.5.1.2 Card A – Identification card

Initial Quantity of 18,200, (16,200 English first, 2,000 French first).

- CR-80 card
- Embedded (stamped) Hologram (holographic foil).
- Prints front and back of card (landscape and/or portrait as specified)
 - 4 colour process + 1 PMS solid colour with Black and FIP red on Front
 - Black and FIP red on Back
- Canada Wordmark prints Black and FIP red

A.5.1.3 Card B – Chipped ID Card

Initial Quantity of 11,100

- RFID 125 kHz technology ISOProx[®] II cards.
- RF-Preprogrammed Cards
- Hot stamped Hologram (holographic foil).
- Prints front and back of card (landscape and/or portrait as specified)
 - 4 colour process + 1 PMS solid colour with Black and FIP red on Front
 - Black and FIP red on Back
- Canada Wordmark prints Black and FIP red
- Serialization on the Back
- The "chips" in these cards must be activated in order that CBSA can program them to be used on their Tyco/ADT card readers.

A.5.1.4 Card C – Designation Card

Initial Quantity of 9,015

- CR-80 card,
- Hot stamped Hologram (holographic foil).
- Prints front and back of card (landscape and/or portrait as specified)
 - 4 colour process + 1 PMS solid colour with Black and FIP red on Front
 - Black and FIP red on Back
- Canada Wordmark prints Black and FIP red

A.5.1.5 Card D – Authority Card

Initial Quantity of 3,114

- CR-80 card,
- Hot stamped Hologram (holographic foil).
- Prints front and back of card (landscape and/or portrait as specified)
 - 4 colour process + 1 PMS solid colour with Black and FIP red on Front
 - Black and FIP red on Back
- Canada Wordmark prints Black and FIP red

A.5.2 CBSA Ribbon and Laminate (only required for an initial quantity purchase)

A.5.2.1 Fargo HDP Colour Ribbons

Initial Quantity of 30

- Fargo® HDP Colour Ribbons YMCK compatible with HDP5000 Fargo® card printer.
- 500 image prints
- YMCK colour prints
- Manufacturer Part #084051

A.5.2.2 Fargo HDP Retransfer Film compatible with HDP5000 Fargo card printer

Initial Quantity of 30

- Fargo® HDP Retransfer Film compatible with HDP5000 Fargo card printer.
- 1500 image prints
- YMCK transfer film
- Manufacturer Part #084053

A.5.2.3 Fargo® Polyguard Overlamine compatible with HDP5000 Fargo® card printer

Initial Quantity of 44

- Fargo® Polyguard Overlamine compatible with HDP5000 Fargo® card printer.
- 1.0 Mil
- 250 Image prints
- Manufacturer Part # 082601

A.6 Schedule

- A.6.1 The CBSA Technical/Project Authority will supply artwork to the Contractor within ten (10) business days of Contract award.

A.6.2 The Contractor must deliver the **required proofs in accordance with the established delivery schedule approved by** the CBSA Technical/Project Authority.

A.6.3 Delivery/Distribution Requirements

Delivery of the completed imprinted Cards (A.5.1.2 Card A – Identification Card, A.5.1.3 Card B – Chipped ID Card, A.5.1.4 Card C – Designation Card and A.5.1.5 Card D – Authority Card) is targeted for 4-6 weeks after order is placed. The Contractor must send the completed imprinted cards to:

A.6.3.1 Delivery Address

Full Address details will be provided in the Contract
CBSA Security and Professional Standards Directorate
Controlled Assets Coordinator.
Ottawa Ontario

A.7 Shipping and Packaging

Signatures must be obtained for all shipments delivered.

A.7.1 Shipping Notification

The Contractor must provide the Controlled Assets Coordinator or the Technical/Project Authority a minimum of two (2) business days advance notice for the delivery of the Cards. The Contractor must provide the security number to the Technical/Project Authority before each shipment leaves their premises.

The Contractor must make all arrangements with the destination address to schedule a time and date for the delivery of the completed requirement.

Any scheduled delivery date cannot be changed unless approved in writing by the CBSA Technical/Project Authority. The package will then be shipped to the Controlled Assets Coordinator using an established bonded courier that utilizes a tracking mechanism. Full name and civic address will be provided to the Contractor, and notification made of any changes as they arise.

A.7.2 Labelling and Packaging for CBSA Cards and Materials

A.7.2.1 Packaging:

- The cards must be packaged in a sealed box.
- The Box must be clearly marked "Protected".
- The Contractor must seal each box with a tamper proof seal.
- The box must then be wrapped in heavy manila or similar wrapping paper.
- The initials of the sender will be inscribed over the paper joint, and all exposed edges must be taped securely, right over the initials.
- A Packing slip must accompany every shipment

A.7.2.2 Labelling:

- The name and address of the intended recipient at CBSA must be clearly marked on the front of the package.
- A return address must be inscribed on the front in the upper left hand corner.
- The Contractor must not inscribe any other information on the package.

A.8 Spoilage/Waste

For each production run, the Contractor must ensure that all wastage is properly destroyed in accordance with regulations governing the destruction of classified waste and that all cards in the production line are accounted for.

i) Treasury Board of Canada Secretariat - Operational Security Standard on Physical Security - Section 10.2 Destruction of Assets

<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?section=text&id=12329>

ii) Public Works and Government Services Canada - Industrial Security Manual / Chapter 5 - Handling and Safeguarding of Classified and Protected Information and Assets - Section: 511. Destruction

<http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/ch5/mnpltn-hndlng-eng.html>

A.9 Components

- ✓ All components required to complete the Contract, whether produced or purchased by the Contractor or provided to the Contractor are the property of the Canada Border Services Agency.
- ✓ The Contractor must ensure that all components required to complete the Contract, whether produced or purchased by the Contractor or provided to the Contractor are used strictly for the printing and production to final format of CBSA cards as specified in this Annex A Statement of Work.
- ✓ The Contractor must return all components, including all plates and negatives used in processing these cards, to the CBSA technical/project Authority within five (5) working days of completion of work at no additional cost to Canada.
- ✓ Components must be packaged appropriately and shipped in a manner to ensure safe delivery at the specified destination.
- ✓ The Contractor must provide a copy of the final electronic file used to print the requirement. Invoices will not be paid until final electronic files are received.

A.10 Quality Assurance

Quality Assurance by the Contractor: The Contractor must perform all necessary quality assurance procedures to ensure the final product meets the specified quality levels and specifications of the Annex A Statement of Work.

A.11 CBSA Card Design Change

The CBSA reserves the right to revise the card design (artwork and/or color scheme ONLY) and to provide the Contractor Ninety (90) days notice for production of a new card.

In the case of redesign and/or revisions to the ink requirements or the printed image, the CBSA technical/project Authority will work collaboratively with the Contractor to develop and sign off on the final artwork in preparation for card printing and/or the updating of the print specifications.

Consultation, revision and redesign services to produce final artwork are provided to the Technical Authority by the Contractor as a part of the overall services under the contract and will not result in additional cost.

No revisions may be made to the card construction, number of ink colours required or lamination requirements.

French First printing may be required at some point during the Contract or option years for Cards B, C and D.

Appendix 1 to Annex A

Bidders' questions and answers from Solicitation B

Q1: We are inquiring if the artwork and/or holographic foil on this tender is the same as the prior?

A1: No completely different/non complement different

Q2: If the cards are produced in the US, there is a significant cost reduction than Canada production.....can we submit the tender showing pricing for each card line item as if produced in Canada and a secondary cost for them being produced in the US?

A2: No

Q3: The tender states the location of the production side for the card "MUST" be in Canada. Is this for the entire card production or only the printing?

A3: only printing

As per A.5.1.3 Card B – Chipped ID Card

- The "chips" in these cards must be activated in order that CBSA can program them to be used on their Tyco/ADT card readers.

This activation may be done outside of Canada.

ANNEX B BASIS OF PAYMENT

B.1 The Bidder must submit firm all inclusive prices, including all services, set up costs, operations and materials for the supply of the final pre-printed cards on the front and back including embedded hologram, and delivery of the required quantities to Destination as specified in the Annex A Statement of Work, FOB destination, GST/HST extra if applicable, **freight included**.

Bidders must provide pricing in the format specified, for each component identified in this ANNEX B, Basis of Payment.

The quantities for evaluation purposes in Annex B, Basis of Payment, do not represent a firm commitment that the same quantities will be produced under this Contract. These quantities will be used as a quantity for evaluation to evaluate the Bids

Failure to price one of the components in the format specified will render the proposal non-responsive.

If pricing is not provided for a component, a price of zero will be assigned for the component and the Bidder will be provided an opportunity to agree with the zero amount. If the Bidder agrees, then the Basis of Payment will be considered compliant. However, if the Bidder disagrees then the bid will be found non-compliant and no further evaluation will be done.

BIDDERS ARE RESPONSIBLE TO ENTER THEIR PRICES ON THE MS EXCEL SPREADSHEET PROVIDED WITH THE RFP.

B.2 ESCALATION CLAUSES (SOLICITATION AND CONTRACT)

Bidders must complete the B.2.1 Escalation Clause and include it with their Bid. If the Bidder does not complete and provide the B.2.1 Escalation Clause with the Bid, no Escalation Clause will be included in the Contract and no price escalation will be granted based on increased core stock/card material costs during the period of the Contract and all option periods.

Definition:

Core Stock/Card material is defined as the PVC/PET composite card material as specified in the Annex A Statement of Work for the CR-80 cards and the PVC card material specified in the Annex A Statement of Work for the ISO Prox cards.

B.2.1 Escalation for Core Stock/Card Material (Solicitation Stage)

1. The resulting contract will contain a provision for price adjustment (increase or decrease) of the portion of the price directly related to the base transaction cost of the core stock/card material. Price adjustment will apply only to increase or decrease of the base transaction cost of the core stock/card material that may occur at any time during the resulting contract period but not before thirty (30) days after contract award.

2 Bidders must provide their base transaction cost(s) and the quantity of the core stock/card material on which the base transaction cost is established in their bid as follows:

a. **Composite card:** _____ each at a base transaction of \$_____ (CAN\$), and which represent _____ percent of the unit price(s).

Brand name and core stock/card material supplier: _____ .

b. **PVC card**: _____ each at a base transaction of \$_____ (CAN\$), and which represent _____ percent of the unit price(s).

Brand name and core stock/card material supplier: _____ .

3. Upon request from the Contracting Authority, bidders must provide supporting documentation to confirm the base transaction cost. Such documentation may consist of copy of quotation from the core stock/card material supplier(s).

4. Core stock/card material: The Contractor must provide for each transaction, a copy of the Bank of Canada's rate of exchange schedule to support the above base transactions cost calculations and the adjusted base transaction cost at the time of bid closing.

B.2.2 Escalation for Core Stock/Card Material (Contract clause)

1. The portion of the price directly related to the base transaction cost of the core stock/card material is subject to price adjustment (increase or decrease) at any time during the contract period but not before _____ (insert the date corresponding to the end of the 30-day period after contract award). The price will be adjusted using the percentage of the announced increase or decrease that came into effect by applying it to the applicable base transaction cost.

2. To request a price adjustment, the Contractor must provide the Contracting Authority with a notice indicating the increase or decrease in the base transaction cost of the core stock/card material necessary to complete the requirement of the Contract, if applicable. Such notice must contain the price as publicly announced by the core stock/card material supplier identified below and the date the price came into effect.

3. The base transaction cost of core stock/card material subject to price adjustment is as follows:
a. Composite card: _____ each at a base transaction of \$_____ (CAN\$), and which represent _____ percent of the unit price(s).

Brand name and card supplier: _____ .

b. PVC card: _____ each at a base transaction of \$_____ (CAN\$), and which represent _____ percent of the unit price(s).

Brand name and card supplier: _____ .

4. The Contractor must provide a copy of the quotation from the core stock/card material supplier(s) to support the above base transaction cost and a copy of the invoice(s) from the core stock/card material supplier(s) to support the adjusted base transaction cost.

5. Any price adjustment must be approved by the Contracting Authority and will be evidenced through a contract amendment.

6. Core stock/card material: The Contractor must provide, for each transaction, a copy of the Bank of Canada's rate of exchange schedule to support the above base transactions cost calculations and the adjusted base transaction cost at the time of the request for increase.

ANNEX C IT SECURITY GUIDE

CBSA will be verifying the Bidder and its subcontractors' facility for document safeguarding and IT aspects. The Contractor will also be provided the IT checklist to fill out to start the IT verification process by CBSA.

National Identification Card Program Canada Border Services Agency IT Security (Requirements) Guide

1. INTRODUCTION
2. MANDATORY OPERATIONAL AND TECHNICAL CONSTRAINTS
3. MANDATORY PREREQUISITES
4. MINIMUM IT SECURITY REQUIREMENTS
 - 4.1. INCIDENTS OR PROBLEMS
 - 4.2. ACCESS CONTROL
 - 4.3. AUDIT
 - 4.4. DATA SEGREGATION
 - 4.5. DATA DESTRUCTION
 - 4.6. PHYSICAL SECURITY WITHIN THE IT ENVIRONMENT

1 INTRODUCTION

This document provides the minimum IT security requirements for the Canada Border Services Agency (CBSA) contract # 47060-14-6146 to acquire goods and services to produce identification, authority, chip, and designation cards that will reflect the new Federal Identity Program (FIP) heraldic branding of the Agency.

For further information, please contact the CBSA Technical/Project Authority.-(In this document CBSA Project Authority and CBSA Technical /Project Authority are interchangeable).

2. MANDATORY OPERATIONAL AND TECHNICAL CONSTRAINTS

The CBSA Technical/Project Authority will supply the Contractor with the artwork via an electronic file in PDF or JPEG format on a CD or DVD in a single gum-sealed envelope with no security marking or in person by the client if the contractor is located within the National Capital Region.

CBSA data must be processed and/or stored on a standalone workstation and backup media (e.g. CD, DVD, USB key, tape) provided by the contractor.

In the event that CBSA data must be removed from the contractor's premises, pre-approval to do so must be obtained from the CBSA Technical/Project Authority.

3. MANDATORY PREREQUISITES

All soft copy and hard copy documents as well other media (e.g. backups) will be marked with the appropriate security classification in accordance with Government of Canada (GoC) policies, directives, standards, guidelines, etc. to indicate the highest level of sensitivity.

4. MINIMUM IT SECURITY REQUIREMENTS

4.1 Incidents or Problems

Any incidents or problems affecting CBSA data on the contractor's standalone workstation, backup media, and the original media provided by the client must be promptly reported to the CBSA Technical/Project Authority.

4.2 Access Control

Administration, support, and use of the contractor's standalone workstation, backup media, and the original media provided by the client must be restricted to only those contractor resources in possession of a valid personnel security clearance.

4.3 Audit

The contractor's standalone workstation must have the capability to produce audit records that capture events performed by user accounts. Copies of these records must be able to be provided electronically or on paper to the CBSA Technical/Project Authority or the CBSA Departmental Security Officer (DSO) upon request.

4.4 Data Segregation

CBSA data on the contractor's standalone workstation, backup media, and the original media provided by the client must be segregated from other parties data that are under contract with the contractor, if present.

4.5 Data Destruction

In the event that the contractor's standalone workstation and backup media needs to be redeployed or repaired/replaced by an outside vendor, the contractor must erase the memory and/or hard disk drives on them. If this is not possible, degaussing or physical destruction are the only other permitted alternatives. These requirements also apply upon termination or completion of this contract after the return of CBSA data to the CBSA Technical/Project Authority.

4.6 Physical Security within the IT Environment

The contractor's standalone workstation, backup media, and the original media provided by the client must not be connected to or used outside of the contractor's isolated system.

The contractor must ensure that backup media and the original media provided by the client when not in use or in transit is locked in an approved storage container.

Security Guide for Identification Cards

Security Goals

1. The purpose of this guide is to provide clear, concise guidance on the security procedure requirements in relation to the contract on ID cards. This guide is to be used in conjunction with the IT Security Guide supplied and associated contract.

Scope

2. This procedure applies to all personnel and sub-contractors working with the ID cards or associated information that have been approved by The Technical/Project Authority in association with the awarding of this contract.

Requirements

3. The Bidder must provide the name of all individuals who will require access to cards, materials, or information associated to contract.
 - 3.1 The Bidder must provide the address (es) of proposed location(s) of work performance.
 - 3.2 The bidder must create and maintain an auditable register of all cards.
 - 3.3 The register must include the type of card created, date, time card was created/destroyed/lost/stolen, and status (ready for shipping, destroyed, lost, etc.)
 - 3.4 The register created by the bidder must be available and complete on demand by the project authority.
 - 3.5 The Bidder must ensure no duplicate serialized proxy cards can be created at any time.
 - 3.6 The Bidder must ensure all materials that are lost or stolen must be reported immediately to the Technical/Project Authority.
 - 3.7 The Bidder must ensure all finished product must be checked, sealed and secured while waiting to be shipped as per storage requirements listed in this guide.
 - 3.8 Storage of Physical Cards: The bidder and all sub-contractors in the supply chain must ensure they have a secure container in which the cards and associated information or removable media are stored. The cabinet must be approved by the The Technical/Project Authority;
 - 3.9 The bidder must ensure the shipping of the cards is done as follows:
 - The Bidder must ensure must ensure cards are shipped by a bonded courier approved by the Technical/Project Authority.
 - The shipment must be traceable with tracking number and chain of signature at all times;
 - Package Security Controlled Assets in a sealed box or container and clearly marked "**PROTECTED**";

- Ensure the sealed box or container is wrapped a second time in heavy wrapping paper and taped securely to prevent easy access;
- Ensure there is no Security Markings on the outer package;
- Ensure the name and address of the recipient are clearly marked on the front of the package;
- Ensure a return address is inscribed on the front of the package in the upper left hand corner; and,
- Ensure no other information has been inscribed on the exterior of the package.